Change Management Strategies and Conflict Resolution Course

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Berlin (Germany)



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Why This Course

Organizations today are constantly adapting to new technologies, market pressures, restructuring, process changes, and evolving stakeholder expectations. While change is necessary for growth, it often brings uncertainty, resistance, tension, and conflict. Leaders who can manage change effectively and resolve conflicts constructively play a vital role in maintaining trust, performance, and team stability.

Change management and conflict resolution are deeply connected. Poorly managed change can create resistance and workplace disputes, while unresolved conflict can slow transformation and weaken organizational alignment. Leaders need practical tools to guide people through transitions, communicate clearly, handle resistance, and turn conflict into an opportunity for learning and improvement.

This intensive 1-week course equips leaders and managers with the skills needed to implement change initiatives, manage resistance, resolve workplace conflicts, and build a culture of adaptability. Through practical exercises, real-world scenarios, negotiation practice, and action planning, participants will learn how to lead change with confidence and address conflict with professionalism and clarity.

What You'll Learn and Practice

By joining this program, you will:

- Understand key principles, models, and frameworks of change management.
- Assess organizational readiness for change.
- Identify stakeholders and understand their influence, concerns, and expectations.
- Develop a compelling case for change that builds commitment.
- Create structured change management plans for real initiatives.
- Identify and address sources of resistance early.
- Apply communication strategies that support people through transitions.
- Understand the main sources, types, and patterns of workplace conflict.
- Use emotional intelligence to manage difficult situations.
- Apply conflict resolution, negotiation, and mediation techniques.
- Facilitate difficult conversations with confidence and respect.
- Build team resilience, adaptability, and consensus during change.



The Program Flow

Day 1: Foundations of Change Management

- Introduction to change management theories, principles, and models.
- Understanding why change succeeds or fails.
- Assessing organizational readiness for change.
- Identifying key stakeholders and their roles.
- Mapping stakeholder influence, expectations, and potential concerns.
- Developing a compelling case for change.
- Practical exercise: Building a change readiness and stakeholder map.

Day 2: Implementing Change Initiatives

- Creating a comprehensive change management plan.
- Defining change goals, milestones, responsibilities, and success indicators.
- Understanding resistance to change and its root causes.
- Strategies for overcoming resistance and building buy-in.
- Effective communication during transitions.
- Monitoring and evaluating change progress.
- Workshop: Designing a customized change management plan for a current initiative.

Day 3: Understanding Workplace Conflict

- Common sources and types of organizational conflict.
- How change, pressure, ambiguity, and communication gaps trigger conflict.
- Conflict styles and their impact on team dynamics.
- Emotional intelligence in conflict situations.
- Recognizing early warning signs of conflict.
- Strategies for preventing and de-escalating conflicts.
- Self-assessment: Understanding your personal conflict style.

Day 4: Conflict Resolution Techniques

- Active listening and effective questioning skills.
- Managing emotions during difficult conversations.
- Negotiation techniques for workplace situations.
- Mediation strategies for resolving disputes.
- Collaborative problem-solving approaches.
- Dealing with difficult personalities and challenging behaviors.
- Role play: Practicing a structured conflict resolution conversation.



Day 5: Leading Change and Resolving Conflicts

- Integrating change management and conflict resolution skills.
- Building a culture of adaptability, trust, and constructive dialogue.
- Encouraging positive conflict and healthy debate.
- Coaching team members through uncertainty, resistance, and disagreement.
- Building consensus among diverse stakeholders.
- Developing practical action plans for organizational implementation.
- Final activity: Presenting a change and conflict management action plan.

Individual Impact

- Strengthen your confidence in leading teams through change.
- Improve your ability to identify and address resistance early.
- Build stronger communication skills for difficult conversations.
- Enhance your negotiation, mediation, and conflict resolution capability.
- Develop emotional intelligence in high-pressure situations.
- Leave with a practical change and conflict management action plan.

Work Impact

- Improve the success rate of organizational change initiatives.
- Reduce resistance, confusion, and conflict during transitions.
- Strengthen trust, communication, and collaboration across teams.
- Build greater resilience and adaptability within the workforce.
- Improve stakeholder alignment and commitment to change.
- Create a healthier work environment where conflict is managed constructively.

Training Methodology

This program combines practical frameworks with interactive application to help participants use change and conflict management tools in real workplace situations. Learning methods include:

- Interactive discussions and guided facilitation.
- Change management case studies and workplace scenarios.
- Stakeholder mapping and readiness assessment exercises.
- Group workshops for change planning and communication.
- Conflict style assessments and reflection activities.
- Role plays for difficult conversations, negotiation, and mediation.
- Peer feedback, coaching, and action planning.



Beyond the Course

Upon completion, participants will be ready to lead change initiatives and manage workplace conflicts with confidence, structure, and professionalism. They will return prepared to:

- Develop a customized change management plan for a current organizational initiative.
- Identify potential conflicts before they escalate.
- Facilitate difficult conversations with clarity and respect.
- Apply negotiation and mediation techniques to resolve disputes.
- Build team resilience, adaptability, and trust during change.
- Create a workplace culture that embraces change and handles conflict constructively.

